





Scorecard >

1.0 Customer	Actual	Goal	As of Date
<u>Continuing supplies of quality drinking water to meet demand - DERM</u>			
 <u>DERM inspections of businesses holding "IW-5" permits completed on schedule</u>	89 %	90 %	FY06 Q3
 <u>Number of drinking water facility inspections</u>	175	125	FY06 Q3
 <u>Percentage of drinking water facility inspections completed on schedule</u>	100 %	95 %	FY06 Q3
<u>Resident and business voluntary compliance with county codes - DERM</u>			
 <u>Number of DERM public education events</u>	15	25	FY06 Q3
<u>Neighborhood and rights-of-way aesthetics that foster and enhance quality of life (priority outcome) - DERM</u>			
 <u>Adopt-a-Tree Program: Number of trees distributed</u>	5,000	4,500	FY06 Q3
<u>Protection of viable agriculture and environmentally-sensitive lands - DERM</u>			
 <u>DERM Percent of building permit plans reviewed within 4 to 8 days</u>	92 %	96 %	FY06 Q3
<u>Timely inspections of facilities with potential to pollute the air</u>			
 <u>Number of air facility emission inspections</u>	840	725	FY06 Q3
 <u>Percent of air inspections completed on schedule</u>	91 %	90 %	FY06 Q3
<u>Restore acquired environmentally endangered land</u>			
<u>Acres in active restoration</u>	232	n/a	FY06 Q3
<u>Offer to purchase environmentally endangered land</u>			
<u>Number of land owners offered to purchase</u>	794	n/a	FY06 Q3
<u>Acquire environmentally endangered land</u>			
<u>Acres of environmentally endangered land purchased</u>	37	n/a	FY06 Q3
<u>Timely identification and remediation of nuisances, including unsafe structures (priority outcome) - DERM</u>			
 <u>General Complaint Response (DERM): Percent of General Complaints Responded to within 48 hours</u>	87 %	90 %	FY06 Q3
 <u>Nuisance Complaint Response: Percent of Sanitary Nuisance Complaints responded to within 24 hours</u>	81 %	92 %	FY06 Q3
<u>Use consistent, fair and effective means to achieve code compliance - DERM</u>			
<u>Number of general environmental complaints</u>	888	n/a	FY06 Q3
<u>Number of sanitary nuisance complaints</u>	252	n/a	FY06 Q3
<u>Improved neighborhood roadways, sidewalks, drainage, and reduced flooding (DERM)</u>			
 <u>Number of drainage improvement projects constructed</u>	7	2	FY06 Q3
 <u>Number of flood sites evaluated</u>	39	12	FY06 Q3
<u>Restoration of county construction project site areas to original conditions in a timely manner - DERM</u>			
 <u>Percent of DERM construction sites restored within 45 days of project completion</u>	100 %	95 %	FY06 Q3
<u>Monitor indicators of sewage contamination in Biscayne Bay & Miami River</u>			
 <u>Biscayne Bay - Percent of samples in compliance with recreational use standards</u>	99 %	95 %	FY06 Q3
<u>Miami River - Percent of samples in compliance with recreational use standards</u>	83 %	n/a	FY06 Q3
<u>Provide timely response to permit applications for work proposed in</u>			






wetlands.

 Percent of class IV wetlands permit applications provided with completeness response within 30 day timeframe.	100 %	100 %	Jun 2006
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2.0 Financial | + ADD

	Actual	Goal	As of Date
Meet Budget Targets (DERM)			
 Revenue: Total (DERM)	\$13,724	\$13,431	FY06 Q3
 Expen: Total (DERM)	\$13,774	\$16,388	FY06 Q3

3.0 Internal | + ADD

	Actual	Goal	As of Date
Computer Services support			
 Computer system reliability	0 outages /month	2 outages /month	Jun 2006
 Help Desk average response time	1 Days	3 Days	Jun 2006
 Help Desk median response time	1 Day	1 Day	Jun 2006
Laboratory Support			
 Complete 80% of enforcement sample analysis within 15 days	99 %	80 %	Jun 2006
 Complete 80% of project samples within 20 days	100 %	80 %	Jun 2006

4.0 Learning and Growth | + ADD

	Actual	Goal	As of Date
Provide technical training to staff			
 Annual hours of training processed	1,739	1,000	FY06 Q3

Scorecard Details >

[Exception Report](#)

Owners

Monitors

 EXPLORE

Scorecard Name: Environmental Resources Management

[Balfour, Herb](#) [Espinosa, Carlos](#)

[Marko, Thomas](#) [Carlton, Roger](#) [del Valle, Juan-Carlos](#)

Description:

Parent Scorecards

Child Scorecards

 LINKS

[ACM Scorecard - Carlton, Roger](#)

[ACM Scorecard - Susanne Torriente \(Land Use & Development\)](#)

Environmental Resources Management

Business Plan Report

Customer

Objective Name	Owner(s)
Continuing supplies of quality drinking water to meet demand - DERM	Herb Balfour Carlos Espinosa

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
		Promote responsible stewardship of natural resources and unique community environments
		Parent Objectives
		(NU3.1) Continuing supplies of quality drinking water to meet demand

Measures	Owner(s)
DERM inspections of businesses holding "IW-5" permits completed on schedule	Roberto Abrahante Herb Balfour Manny Almuina
Percentage of business inspections completed on time	

Performance Graph	Initiatives Linked To Measure	Owner(s)																					
<div>DERM business inspections completed on...<div><table><caption>DERM business inspections completed on schedule</caption><tr><th>Period</th><th>Actual</th><th>Goal</th></tr><tr><td>FY03 Q1</td><td>95</td><td>100</td></tr><tr><td>FY04 Q1</td><td>95</td><td>100</td></tr><tr><td>FY05 Q1</td><td>95</td><td>100</td></tr><tr><td>FY06 Q1</td><td>95</td><td>100</td></tr><tr><td>FY07 Q1</td><td>95</td><td>100</td></tr><tr><td>FY08 Q1</td><td>85</td><td>100</td></tr></table></div><div>↑ good direction updated: 7/18/2006</div></div>	Period	Actual	Goal	FY03 Q1	95	100	FY04 Q1	95	100	FY05 Q1	95	100	FY06 Q1	95	100	FY07 Q1	95	100	FY08 Q1	85	100		
Period	Actual	Goal																					
FY03 Q1	95	100																					
FY04 Q1	95	100																					
FY05 Q1	95	100																					
FY06 Q1	95	100																					
FY07 Q1	95	100																					
FY08 Q1	85	100																					
	Child Measures Linked To Measure																						
	<table><tr><th>ACTUAL</th><th>GOAL</th><th>DATE</th></tr></table>	ACTUAL	GOAL	DATE																			
ACTUAL	GOAL	DATE																					

Number of drinking water facility inspections	Roy Patrick Manny Almuina Herb Balfour
Number of drinking water facility inspections	

Performance Graph	Initiatives Linked To Measure	Owner(s)																					
<div>Number of drinking water facility insp...<div><table><caption>Number of drinking water facility inspections</caption><tr><th>Period</th><th>Actual</th><th>Goal</th></tr><tr><td>FY03 Q1</td><td>125</td><td>125</td></tr><tr><td>FY04 Q1</td><td>150</td><td>125</td></tr><tr><td>FY05 Q1</td><td>175</td><td>125</td></tr><tr><td>FY06 Q1</td><td>150</td><td>125</td></tr><tr><td>FY07 Q1</td><td>175</td><td>125</td></tr><tr><td>FY08 Q1</td><td>175</td><td>125</td></tr></table></div><div>↑ updated: 7/14/2006</div></div>	Period	Actual	Goal	FY03 Q1	125	125	FY04 Q1	150	125	FY05 Q1	175	125	FY06 Q1	150	125	FY07 Q1	175	125	FY08 Q1	175	125		
Period	Actual	Goal																					
FY03 Q1	125	125																					
FY04 Q1	150	125																					
FY05 Q1	175	125																					
FY06 Q1	150	125																					
FY07 Q1	175	125																					
FY08 Q1	175	125																					
	Child Measures Linked To Measure																						
	<table><tr><th>ACTUAL</th><th>GOAL</th><th>DATE</th></tr></table>	ACTUAL	GOAL	DATE																			
ACTUAL	GOAL	DATE																					

↑ good direction

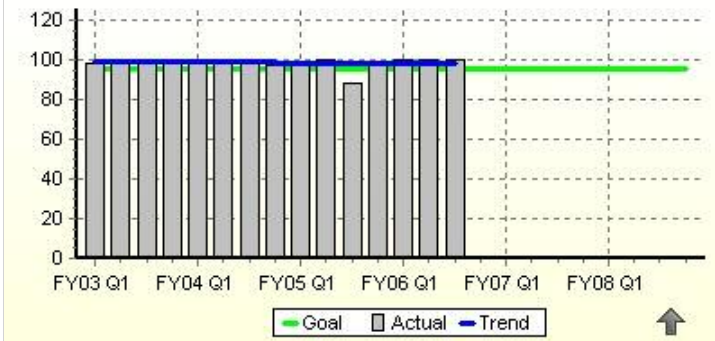
Percentage of drinking water facility inspections completed on schedule

Roy Patrick Manny Almuina Herb Balfour

Percentage of drinking water facility inspections completed on schedule

Performance Graph

Percentage of drinking water facility ...



↑ good direction

updated: 7/14/2006

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

ACTUAL	GOAL	DATE
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Objective Name	Owner(s)
Resident and business voluntary compliance with county codes - DERM	Herb Balfour Carlos Espinosa

Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives

Use consistent, fair and effective means to achieve code compliance

Parent Objectives

(NU4.1) Resident and business voluntary compliance with county codes (priority outcome)

Measures	Owner(s)
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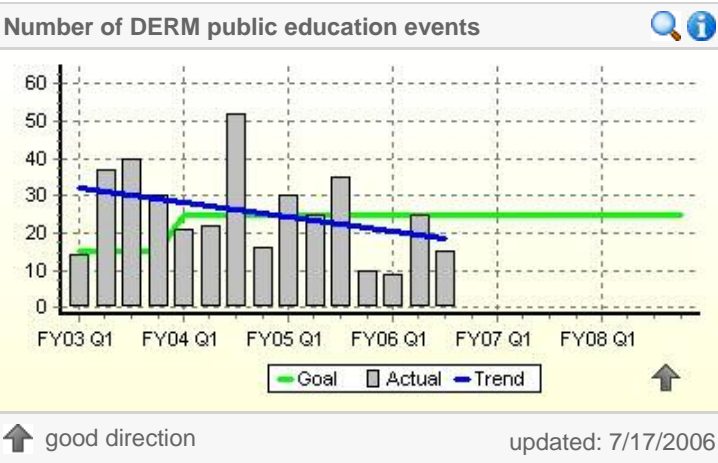
Number of DERM public education events	Julio Calle Manny Almuina Herb Balfour
Number of DERM public education events	

Performance Graph

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure

ACTUAL GOAL DATE



Objective Name		Owner(s)
Neighborhood and rights-of-way aesthetics that foster and enhance quality of life (priority outcome) - DERM		Herb Balfour Carlos Espinosa
Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
		Enact programs to beautify and improve urban and residential areas
		Parent Objectives
		(NU5.1) Neighborhood and rights-of-way aesthetics that foster and enhance quality of life (priority outcome)
Measures		Owner(s)
Adopt-a-Tree Program: Number of trees distributed		Julio Calle Manny Almuina Herb Balfour
Number of trees distributed (Adopt-a-Tree program)		
Performance Graph		Initiatives Linked To Measure
<p>Adopt-a-Tree Program: Number of trees ...</p> <p>↑ good direction</p> <p>updated: 7/17/2006</p>		Owner(s)
		Child Measures Linked To Measure
		ACTUAL GOAL DATE

Objective Name	Owner(s)
Protection of viable agriculture and environmentally-sensitive lands - DERM	Manny Almuina Herb Balfour

Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives

Provide efficient, consistent, and appropriate growth management, urban planning, and transportation development services

Parent Objectives

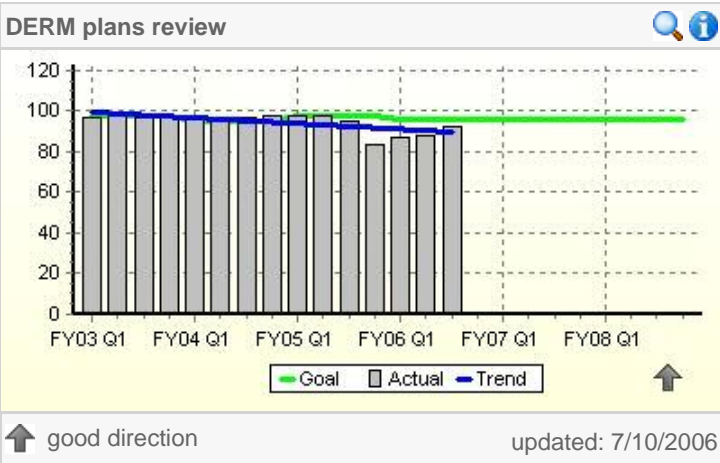
(NU1.2) Protection of viable agriculture and environmentally-sensitive lands (priority outcome)

Measures	Owner(s)
DERM Percent of building permit plans reviewed within 4 to 8 days	Carlos Espinosa Carlos Hernandez Manny Almuina Herb Balfour
DERM Percent of plans reviewed on schedule	

Performance Graph

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE



Objective Name**Owner(s)**

Timely inspections of facilities with potential to pollute the air

Herb Balfour Patrick Wong

Initiatives Linked To Objective**Owner(s)****GrandParent Objectives****Parent Objectives**

Promote responsible stewardship of natural resources and unique community environments

Measures**Owner(s)**

Number of air facility emission inspections

Patrick Wong Herb Balfour

Performance Graph

Number of air facility emission inspec...



↑ good direction

updated: 7/14/2006

Initiatives Linked To Measure**Owner(s)****Child Measures Linked To Measure****ACTUAL GOAL DATE**

Percent of air inspections completed on schedule

Patrick Wong Herb Balfour

Performance Graph

Percent of air inspections completed o...



↑ good direction

updated: 7/14/2006

Initiatives Linked To Measure**Owner(s)****Child Measures Linked To Measure****ACTUAL GOAL DATE**

Objective Name		Owner(s)																																												
Restore acquired environmentally endangered land		Herb Balfour Emilie Young																																												
Initiatives Linked To Objective		Owner(s)																																												
GrandParent Objectives																																														
Promote responsible stewardship of natural resources and unique community environments																																														
Parent Objectives																																														
(NU3.3) Preservation of wetlands and environmentally valuable uplands																																														
Measures		Owner(s)																																												
Acres in active restoration		Emilie Young Herb Balfour																																												
Performance Graph		Owner(s)																																												
<div>Acres in active restoration</div> <table><caption>Acres in active restoration Data</caption><thead><tr><th>Quarter</th><th>Actual</th><th>Goal</th><th>Trend</th></tr></thead><tbody><tr><td>FY05 Q1</td><td>1150</td><td>700</td><td>700</td></tr><tr><td>FY05 Q2</td><td>300</td><td>600</td><td>600</td></tr><tr><td>FY05 Q3</td><td>300</td><td>500</td><td>500</td></tr><tr><td>FY05 Q4</td><td>350</td><td>400</td><td>400</td></tr><tr><td>FY06 Q1</td><td>100</td><td>300</td><td>300</td></tr><tr><td>FY06 Q2</td><td>200</td><td>200</td><td>200</td></tr><tr><td>FY06 Q3</td><td>250</td><td>100</td><td>100</td></tr><tr><td>FY07 Q2</td><td>-</td><td>-</td><td>-</td></tr><tr><td>FY08 Q1</td><td>-</td><td>-</td><td>-</td></tr><tr><td>FY08 Q4</td><td>-</td><td>-</td><td>-</td></tr></tbody></table> <div>↑ good directionupdated: 7/14/2006</div>			Quarter	Actual	Goal	Trend	FY05 Q1	1150	700	700	FY05 Q2	300	600	600	FY05 Q3	300	500	500	FY05 Q4	350	400	400	FY06 Q1	100	300	300	FY06 Q2	200	200	200	FY06 Q3	250	100	100	FY07 Q2	-	-	-	FY08 Q1	-	-	-	FY08 Q4	-	-	-
Quarter	Actual	Goal	Trend																																											
FY05 Q1	1150	700	700																																											
FY05 Q2	300	600	600																																											
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FY08 Q1	-	-	-																																											
FY08 Q4	-	-	-																																											
Initiatives Linked To Measure		Owner(s)																																												
Child Measures Linked To Measure																																														
	ACTUAL	GOAL	DATE																																											

Objective Name	Owner(s)
Offer to purchase environmentally endangered land	Herb Balfour Emilie Young

Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives

Promote responsible stewardship of natural resources and unique community environments

Parent Objectives

(NU3.3) Preservation of wetlands and environmentally valuable uplands

Measures	Owner(s)
Number of land owners offered to purchase	Emilie Young Herb Balfour

Performance Graph



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
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Objective Name		Owner(s)
Acquire environmentally endangered land		Herb Balfour Emilie Young
Initiatives Linked To Objective	Owner(s)	
GrandParent Objectives		
Promote responsible stewardship of natural resources and unique community environments		
Parent Objectives		
(NU3.3) Preservation of wetlands and environmentally valuable uplands		
Measures		Owner(s)
Acres of environmentally endangered land purchased		Emilie Young Herb Balfour
Performance Graph		
<div>Acres of environmentally endangered la...</div> <div> <div> <div>Goal</div> <div>Actual</div> <div>Trend</div> <div>Annual target</div> <div>FYTD Actual</div> </div> <div>↑</div> </div>		
<div>↑ good direction</div> <div>updated: 7/13/2006</div>		
Initiatives Linked To Measure		Owner(s)
Child Measures Linked To Measure		
		ACTUAL GOAL DATE

Objective Name**Owner(s)**

Timely identification and remediation of nuisances, including unsafe structures (priority outcome) - DERM

Herb Balfour Carlos Espinosa

Initiatives Linked To Objective**Owner(s)****GrandParent Objectives**

Use consistent, fair and effective means to achieve code compliance

Use consistent, fair and effective means to achieve code compliance

Parent Objectives

Use consistent, fair and effective means to achieve code compliance - DERM

(NU4.2) Timely identification and remediation of nuisances, including unsafe structures (priority outcome)

Measures**Owner(s)**

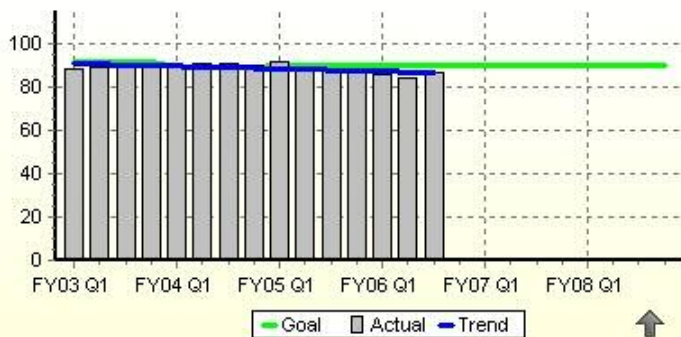
General Complaint Response (DERM): Percent of General Complaints Responded to within 48 hours

Joe Stilwell Manny Almuina Herb Balfour

Percent of General Complaints Responded to within 48 hours

Performance Graph

General Complaint Response (DERM): Per...



↑ good direction

updated: 7/17/2006

Initiatives Linked To Measure**Owner(s)****Child Measures Linked To Measure****ACTUAL GOAL DATE**

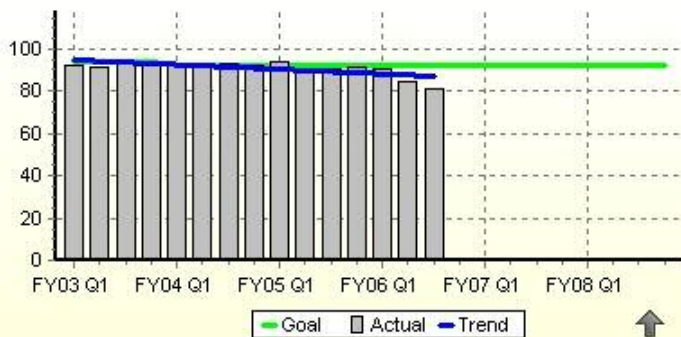
Nuisance Complaint Response: Percent of Sanitary Nuisance Complaints responded to within 24 hours

Joe Stilwell Manny Almuina Herb Balfour

Percent of Nuisance Complaints Responded to within 24 hours

Performance Graph

Nuisance Complaint Response: Percent o...



↑ good direction

updated: 7/14/2006

Initiatives Linked To Measure**Owner(s)****Child Measures Linked To Measure****ACTUAL GOAL DATE**

Objective Name**Owner(s)**

Use consistent, fair and effective means to achieve code compliance - DERM

Herb Balfour Carlos Espinosa

Initiatives Linked To Objective**Owner(s)****GrandParent Objectives****Parent Objectives**

Use consistent, fair and effective means to achieve code compliance

Measures**Owner(s)**

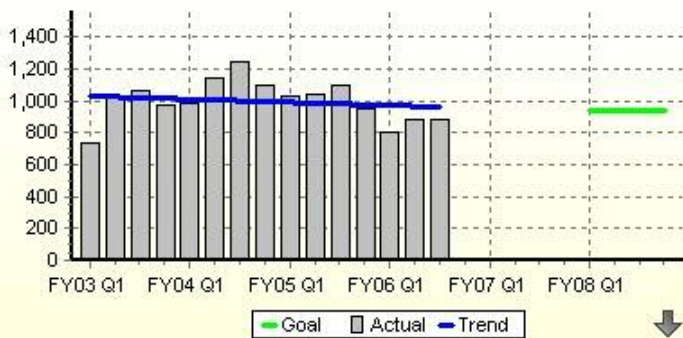
Number of general environmental complaints

Joe Stilwell Manny Almuina Herb Balfour

Number of general environmental complaints

Performance Graph

Number of general environmental compla...



↓ good direction

updated: 7/14/2006

Initiatives Linked To Measure**Owner(s)****Child Measures Linked To Measure****ACTUAL GOAL DATE**

Number of sanitary nuisance complaints

Joe Stilwell Manny Almuina Herb Balfour

Number of sanitary nuisance complaints

Performance Graph

Number of sanitary nuisance complaints



↓ good direction

updated: 7/14/2006

Initiatives Linked To Measure**Owner(s)****Child Measures Linked To Measure****ACTUAL GOAL DATE**

Objective Name	Owner(s)
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Improved neighborhood roadways, sidewalks, drainage, and reduced flooding (DERM)

Herb Balfour Carlos Espinosa

Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives

Provide timely and reliable public infrastructure services

Parent Objectives

(NU6.1) Improved neighborhood roadways, sidewalks, drainage, and reduced flooding (priority outcome)

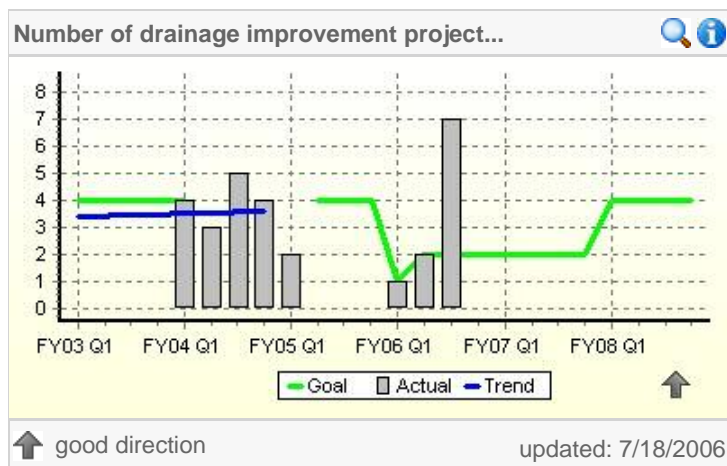
Measures	Owner(s)
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Number of drainage improvement projects constructed

Antonio Cotarelo Manny Almuina Herb Balfour

Number of drainage improvement projects constructed

Performance Graph



Initiatives Linked To Measure	Owner(s)
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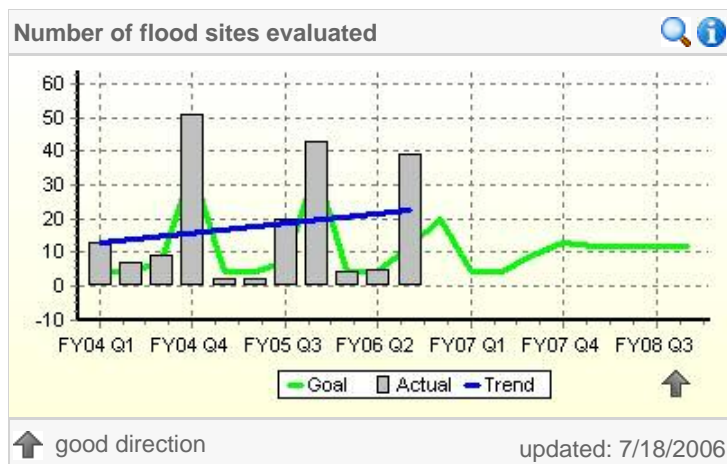
Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE

Number of flood sites evaluated

Antonio Cotarelo Manny Almuina Herb Balfour

Number of flood sites evaluated

Performance Graph



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure		
ACTUAL	GOAL	DATE

Objective Name		Owner(s)
Restoration of county construction project site areas to original conditions in a timely manner - DERM		Manny Almuina Herb Balfour
Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
		Promote responsible stewardship of natural resources and unique community environments
		Parent Objectives
		(NU3.2) Restoration of county construction project site areas to original conditions in a timely manner
Measures		Owner(s)
Percent of DERM construction sites restored within 45 days of project completion		Antonio Cotarelo Manny Almuina Herb Balfour
Percent of DERM construction sites restored within 45 days of project completion		
Performance Graph		Initiatives Linked To Measure
<div>DERM projects - site restoration</div> <p>Legend: Goal (green line), Actual (grey bars), Trend (blue line)</p> <p>↑ good direction updated: 7/17/2006</p>		Owner(s)
		Child Measures Linked To Measure
		ACTUAL GOAL DATE

Objective Name	Owner(s)
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Monitor indicators of sewage contamination in Biscayne Bay & Miami River	Herb Balfour Susan Markley
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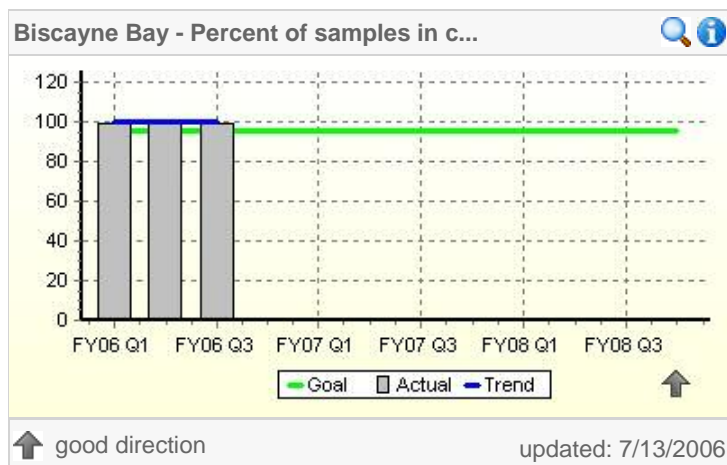
Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives

Measures	Owner(s)
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Biscayne Bay - Percent of samples in compliance with recreational use standards	Susan Markley Herb Balfour
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Performance Graph



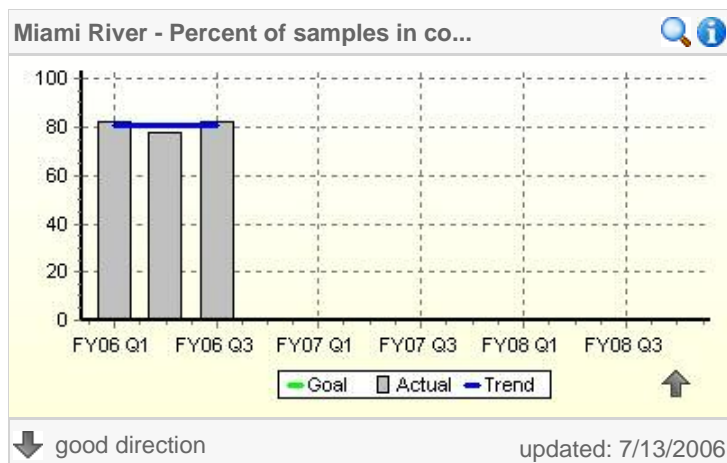
Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure

ACTUAL	GOAL	DATE
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Miami River - Percent of samples in compliance with recreational use standards	Susan Markley Herb Balfour
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Performance Graph



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure

ACTUAL	GOAL	DATE
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Objective Name	Owner(s)
Provide timely response to permit applications for work proposed in wetlands.	Herb Balfour Lee Hefty

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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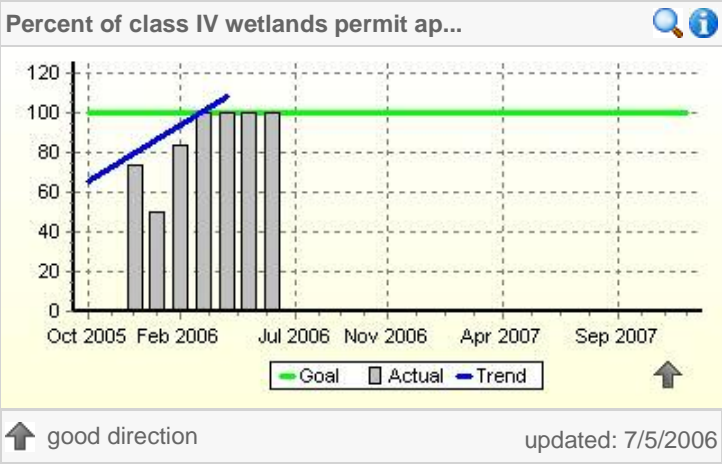
Parent Objectives

Measures	Owner(s)
Percent of class IV wetlands permit applications provided with completeness response within 30 day timeframe.	Lee Hefty Herb Balfour

Performance Graph

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE



Financial

Objective Name		Owner(s)
Meet Budget Targets (DERM)		Herb Balfour Carlos Espinosa
Initiatives Linked To Objective		Owner(s)
GrandParent Objectives		
Planned necessary resources to meet current and future operating and capital needs (priority outcome)		
Parent Objectives		
(ES8.2.1) Meet Budget Targets		
Measures		Owner(s)
Revenue: Total (DERM)		Carlos Espinosa Manny Almuina Herb Balfour
Total revenue in \$1,000s (from FAMIS)		
Performance Graph		
<div>Revenue: Total (DERM)</div> <p>↑ good direction updated: 7/5/2006</p>		
Initiatives Linked To Measure		Owner(s)
Child Measures Linked To Measure		
	ACTUAL	GOAL DATE
Initiatives Linked To Measure		Owner(s)
Child Measures Linked To Measure		
	ACTUAL	GOAL DATE
▲	Expen: Personnel (DERM)	\$9,588 \$10,532 FY06 Q3
▲	Expen: Other Operating (DERM)	\$3,326 \$4,863 FY06 Q3
▲	Expen: Capital (DERM)	\$860 \$993 FY06 Q3
Performance Graph		
<div>Expen: Total (DERM)</div> <p>↓ good direction updated: 4/15/2006</p>		

Internal

Objective Name	Owner(s)
Computer Services support	Herb Balfour Jerry Crawford

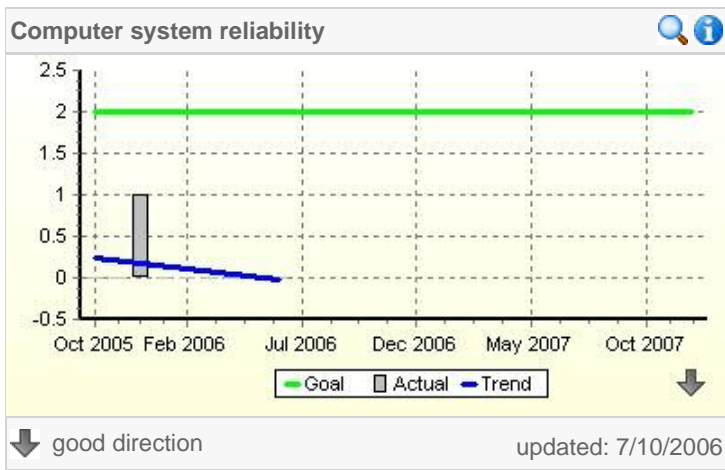
Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives

Measures	Owner(s)
Computer system reliability	Jerry Crawford Herb Balfour

A significant outage is defined as the lack of availability of an IT system that affects more than 25% of the DERM staff for more than 3 duty day hours that is not the result of an external dependency and is not a planned outage for maintenance.

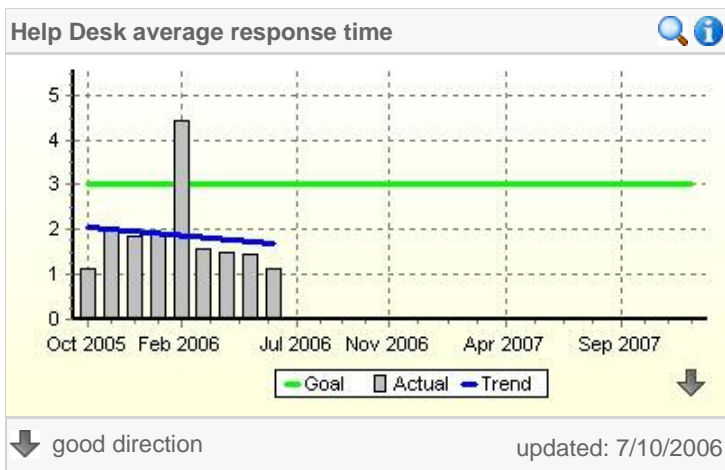
Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure		
ACTUAL	GOAL	DATE

Help Desk average response time	Jerry Crawford Herb Balfour
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Performance Graph	Initiatives Linked To Measure	Owner(s)
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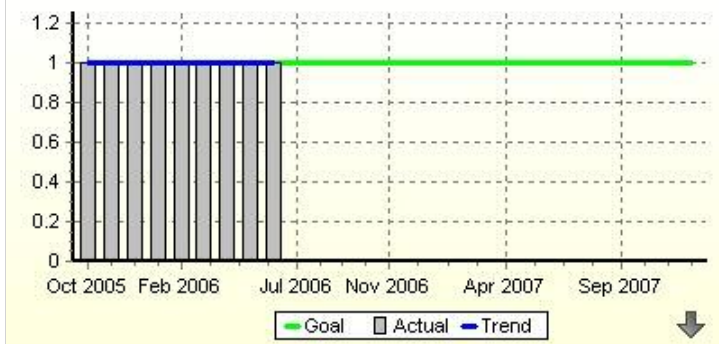
Child Measures Linked To Measure		
ACTUAL	GOAL	DATE

Help Desk median response time	Jerry Crawford Herb Balfour
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Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure

Help Desk median response time



↓ good direction

updated: 7/10/2006

ACTUAL	GOAL	DATE
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Objective Name	Owner(s)
Laboratory Support	Herb Balfour Ed Gancher

Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives

Parent Objectives

Measures	Owner(s)
Complete 80% of enforcement sample analysis within 15 days	Ed Gancher Herb Balfour

Performance Graph

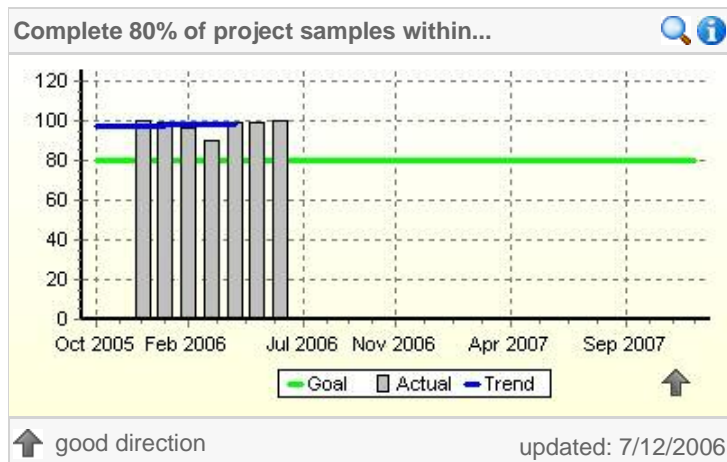


Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE

Complete 80% of project samples within 20 days	Ed Gancher Herb Balfour
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Performance Graph



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE

Learning and Growth

Objective Name		Owner(s)
Provide technical training to staff		Herb Balfour Julio Calle
Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
Parent Objectives		
Measures		Owner(s)
Annual hours of training processed		Julio Calle Herb Balfour
Performance Graph		Initiatives Linked To Measure
		Owner(s)
Child Measures Linked To Measure		
		ACTUAL GOAL DATE

Annual hours of training processed

Quarter	Actual	Trend	Benchmark	YTD Actual
FY05 Q1	2000	2500		2000
FY05 Q2	2500	2200		2500
FY05 Q3	3500	2000		3500
FY05 Q4	3500	1800		9500
FY06 Q1	500	1500		9500
FY06 Q2	1000	1200		1000
FY06 Q3	2500	1000	9000	2500
FY07 Q1				
FY07 Q2				
FY07 Q3			9000	
FY07 Q4				
FY08 Q1			9000	
FY08 Q2				
FY08 Q3				
FY08 Q4				

↑ good direction

updated: 7/19/2006